

3. TIMEFRAMES FOR RESPONSE / SCOPING AND COMPLETION

3.1 General

- (a) The relevant categories of Work must be responded to, assessed, Scoped and Completed in accordance with the timeframes below. The Contractor must program, plan and establish the processes necessary to carry out the Work with due expedition and without delay and in a manner sufficient to meet its obligations under this Agreement.
- (b) In this clause 3:
 - (i) for URG, references to ‘hours’ are to all hours and are not to be construed as references to Working Hours; and
 - (ii) for all other sub-categories, references to ‘hours’ are to all hours on a business day and are not to be construed as references to Working Hours.

3.2 Responsive Maintenance

Timeframes for Responsive Maintenance are:

	Timeframes	
Sub-category	Response/Scoping	Completion
URG	4 hours	12 hours
URS	24 hours	48 hours
GNL	Not applicable	10 business days or such other timeframe as HNZ may specify in writing acting reasonably
RSC	<p>Scope delivery: 72 hours or such other timeframe as HNZ may specify acting reasonably</p> <p>Estimated completion date: 48 hours from HNZ approval of Scope</p>	15 business days or such other timeframe as HNZ may specify in writing acting reasonably*
VSC	<p>Scope delivery: 72 hours or such other timeframe as HNZ may specify acting reasonably</p> <p>Estimated completion date: 48 hours from HNZ approval of Scope</p>	15 business days or such other timeframe as HNZ may specify in writing acting reasonably*

Notes:

* denotes timeframes that start on approval of the Scope and acceptance of a date for Completion by HNZ.

All other timeframes run from the time HNZ releases the Work Order to the Contractor (as shown conclusively on the time stamp for the Work Order as given by HNZ’s IT Systems).